

## **OEMC Executive Director Guidice's 2022 Budget Remarks**

Good Afternoon, Chairman Dowell, Vice Chairman Silverstein, and members of the City Council.

My name is Rich Guidice and I am the Executive Director for the Office of Emergency Management and Communications (OEMC). It is my honor to be here with you today to answer your questions and any concerns you might have regarding OEMC.

As you know, OEMC manages the 9-1-1 Center, the 3-1-1 Center, Emergency Management, and the Traffic Management Authority for the City. Many of you are familiar with our role in providing public safety planning and coordination, as well as conducting exercises and drills, for everything from large-scale special events to public safety emergencies. This year, the OEMC led coordination efforts, alongside our City partners, in response to severe weather, the return of events and festivals like Lollapalooza, the Summer Operations Center, and more. This is in addition to handling nearly 20,000 calls per day into our 9-1-1 and 3-1-1 Centers for both emergency and non-emergency incidents. I am extremely proud of the dedicated professionals at OEMC who work 24-7 to ensure the safety and well-being of all Chicago residents.

In addition to the operational work performed by our department on a daily basis, we also continued to move forward with several important priority initiatives this year. OEMC launched a Quality Assurance Program for our 9-1-1 floor to improve compliance, consistency, and accuracy in the processing and handling of 9-1-1 calls for service. The goal of this program is to evaluate performance related to processing 9-1-1 calls and identify any opportunities for improvement. This Quality Assurance Program builds on our existing practice of weekly meetings with our 9-1-1 and 3-1-1 management teams to review call volume, performance metrics, and staffing from the previous week in an effort to improve processes, identify gaps, and optimize performance on the 9-1-1 floor. We would also like to highlight the planning and training undertaken this year related to the development of a co-responder pilot for certain calls coming into the 9-1-1 center with a mental health component. We look to build on these efforts heading into and throughout 2022.

Additionally, this year OEMC worked to develop a new feature within our Smart911 platform to assist the Chicago Police Department in better serving Chicago communities.

Residents with a Smart911 safety profile who have a home surveillance camera that captures the public way can now volunteer to share home surveillance camera footage in the event of a crime.

Beginning in May through Labor Day weekend, the OEMC, in partnership with CPD, established the Summer Operations Center (SOC) during weekends over the summer to support citywide coordination around violence reduction. The purpose of the SOC was to provide strategic oversight and coordinated citywide deployment of public safety personnel and assets. The SOC facilitated information sharing and helped coordinate and deploy resources between City and partner agencies citywide in areas of special attention. Throughout the activation, the OEMC hosted twice daily conference calls with 16 City agencies every Friday, Saturday, and Sunday to ensure citywide coordination for a total of 100 calls as a part of this effort.

Additionally, throughout 2020 and 2021, OEMC has developed a detailed plan to combine our Operations Center, which focuses on public safety situational awareness, resource tracking and deployment, and centralized command and control for emergencies and special events, with the City Incident Center, which focuses on public works infrastructure and weather-related events. OEMC will be looking to push this initiative further in 2022 in a phased approach to maximize operations and enhance capabilities.

I would also like to highlight a new program we are in the process of rolling out for City employees, called Safe Chicago. This program will provide Bleeding Control Kits at City-owned or leased facilities. In partnership with AIS, we have begun installing over 400 wall mounted Bleeding Control Kits in 269 City of Chicago buildings. Each kit is equipped with a tourniquet, gauze, shears, gloves, and an instruction manual to be used in an emergency before first responders arrive. We plan to begin training City employees this fall and continue into next year in partnership with CPD and CFD.

Looking ahead to 2022, OEMC is on track to complete the update to its 9-1-1 computer aided dispatch (CAD) system by December of next year. Planning and implementation have been fully underway throughout 2020-2021 to replace our 25-year-old 9-1-1 system. In addition to replacing the CAD system, the OEMC will also be updating its network and phone system to be Next Generation 9-1-1 compliant. This phase of the project is expected to kick off in 2022.

In closing, I would like to thank the men and women who work at OEMC for their dedication and commitment to our city and its residents. Again, thank you, Madam Chairman, and members of the City Council. I look forward to answering any of your questions.

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